CATS TRAINING Corrective Action Tracking System

The CATS System was developed to track action items provided by the various inspections, assessments and audits that JLab is contractually required to perform. An issues management procedure is being developed that will define what issues must be included in the CATS, who will approve their closure, etc. For the present, managers may enter any issues they want to track. The Division of EH&S and the Office of Performance Assessment will also be entering their issues. This handout will help you to input items, update their progress and close them.

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GETTING TO THE SYSTEM:

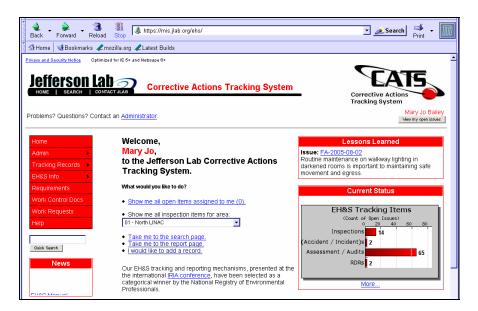
Go to www.jlab.org

Click on the Site Index tab.

Click on the \underline{C}

Scroll down and click on • Corrective Actions Tracking System (CATS)

Input your User Name and Password. You will then get:



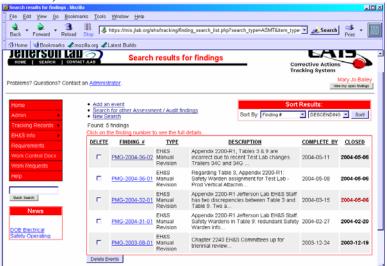
Information found on this page:

- A Lessons Learned which changes on a periodic basis.
- ◆ A Scrolling NEWS screen (which may or may not be of interest depending on what your access privileges are).
- How many and of what types of items are currently open in the system. If you click the More button you will be able to select the following graphs:
 - Average Days to Close Inspection Issues
 - Average Months Overdue for closed Inspection Issues
 - Percentage of Issues by Department
 - Percentage of Issues by EH&S Manual Chapter

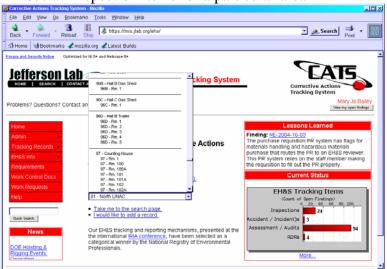
(You may also request additional reports or graphs from ingapps@jlab.org)

What you can do from this page:

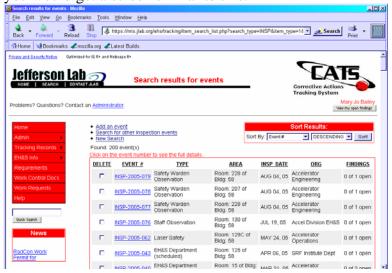
• Show All Items Assigned to Me. (If you have any open items you will get a screen similar to this.)



• See all inspection items for a particular area



For example, if you were to pick Building 58 you would get a screen similar to this:



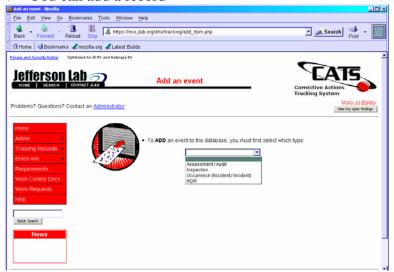
You can go to the search page and search for a particular event:



You can initiate the report function



You can add a record

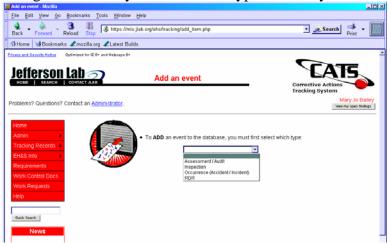


ENTER EVENTS AND ISSUES INTO THE SYSTEM

EVENT:

From the Home Page click on I would like to add a record.

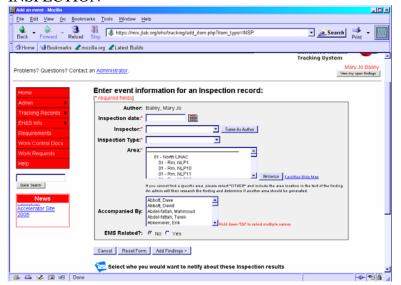
Using the arrow key to indicate the type of event you would like to enter:



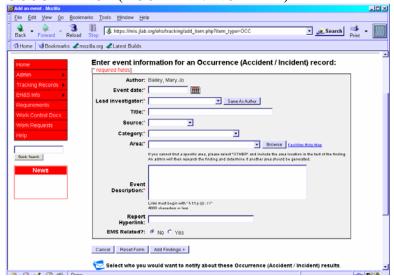
ASSESSMENT/AUDIT



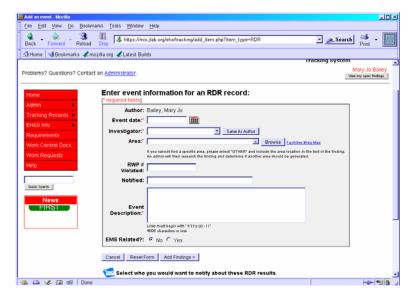
INSPECTION



OCCURRENCE (ACCIDENT/INCIDENT)



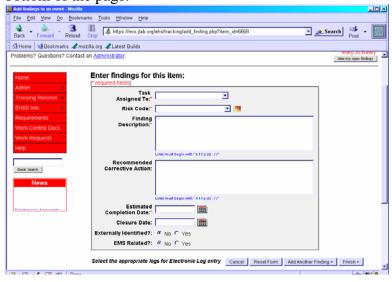
RDR



Fill in the blanks by using the pull-down menus, or typing in the requested information. Red * line items must be filled in.

ISSUE:

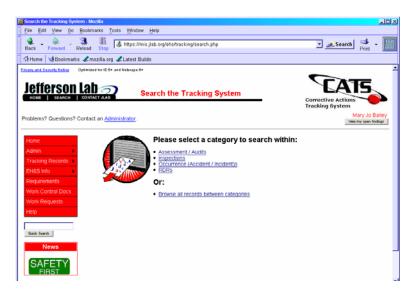
Once all your information is filled in on the Event screen click the "Add an Issue" button at the bottom of the page.



Use the pull down menus to enter the requested information. If there is more than one issue for the event click on the "Add another Issue" button at the bottom. You will get another blank screen to fill out. Repeat until all issues have been input. Click the "Finish" button.

SEARCH FOR AN EVENT OR ISSUE

At the home page click on <u>Take me to the search page</u>



Select the category you would like to search.

SHORTCUT: If you have any information regarding the event or issue (the number, the author, the evaluator, the area, etc.) try the "Quick Search" Box under the red box on the left.

EXAMPLE:

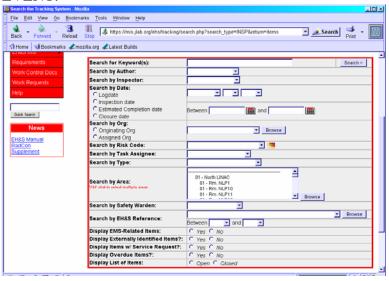
Search for an INSPECTION:



Are you looking for a specific inspection event or a specific inspection issue? You must choose one or the other.

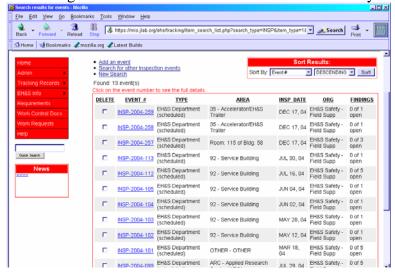
HELPFUL TO KNOW: You can get to both places from either one. So it doesn't really matter.

EVENT:

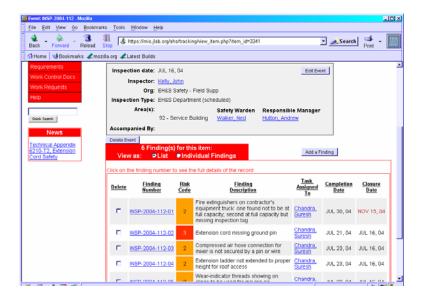


Fill out as much information as you know. The more you fill out the fewer unwanted hits you will get and the less time you will spend on the search.

You will get a list of events/or issues that fit the criteria you fill in:



Click on the event that you would like to review:

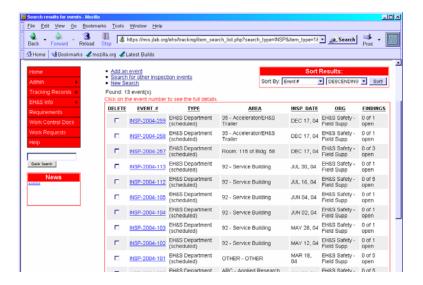


Click on the <u>Issue Number</u> to view the Status of the desired issue:

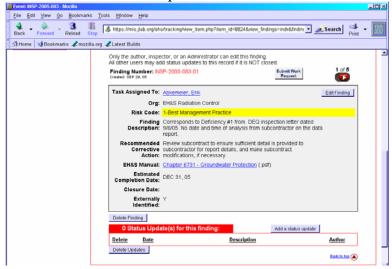


ENTER UPDATES

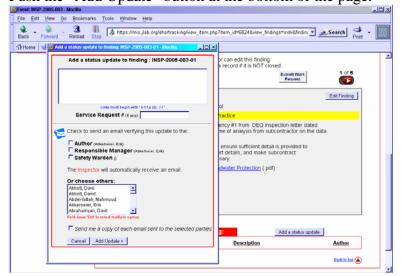
Follow the direction for "Search for an Event or Issue" above. Or, Click "Show me all open items assigned to me." Go to the issue for which you would like to add a status update. Anybody can enter an update to any item.



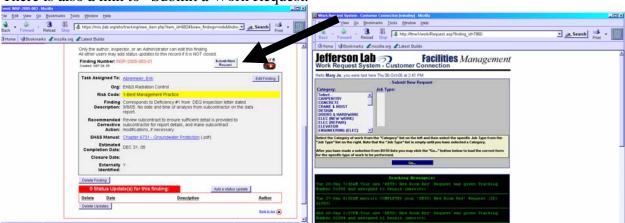
Click on "Add a Status Update."



Fill in the big box with the update. Choose the individuals you would like to receive this update. Push the "Add Update" button at the bottom of the page.



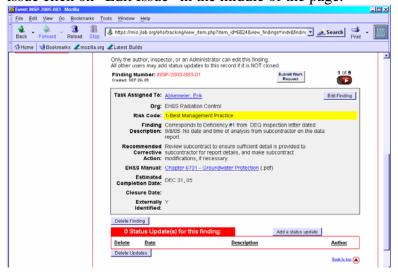
There is also a link to "Submit a Work Request."

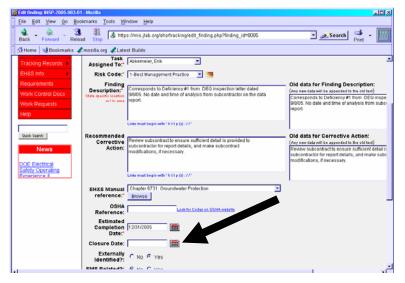


If you are assigned to the issue you will receive an E-Mail notifying you. There will be a link within the e-mail which will take you to the appropriate event/issue. After reading the "Issue Description" and "Recommended Corrective Action" it is determined that a Work Request needs to be submitted to Facilities Management you may click this button and go directly to their system. After entering the Work Request, you can then close that screen and go directly back to the CATS page and enter your Status Update stating that you entered a Work Request. Keep in mind that your issue will not be closed until the work has been completed.

CLOSE AN EVENT

An item can be closed only by the Author, Inspector or an Administrator. A request for an item to be closed can be made as a status update. Be sure to Click the box to send the update to someone who can close it. If this request is approved an authorized individual can go to the issue click on "Edit Issue" in the middle of the page.





Fill in the "Closure Date" blank with the date of closure. Click "Save Changes" at the bottom of the page. This will close the issue.

CREATING REPORTS

From the Report Page:

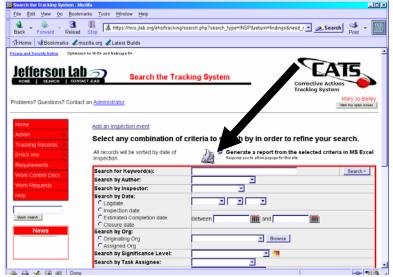


Select the category to search within.

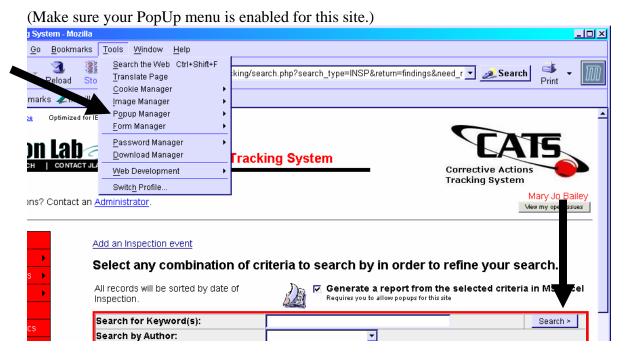
Select issues or events



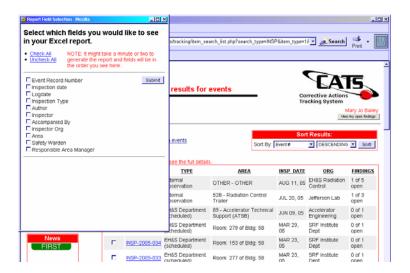
At the top and bottom of the page you will see a check box to generate a report.



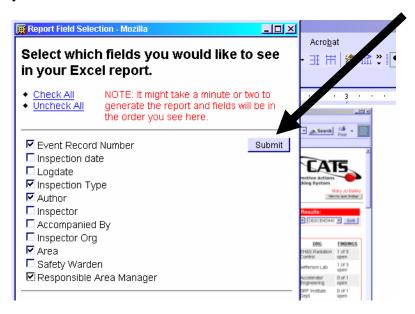
Select the items you would like to have in your report.



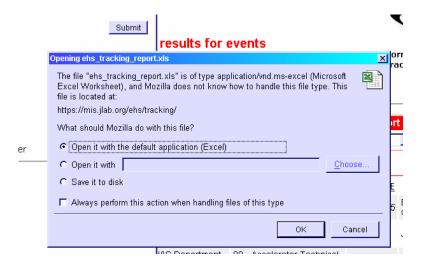
Click Search.



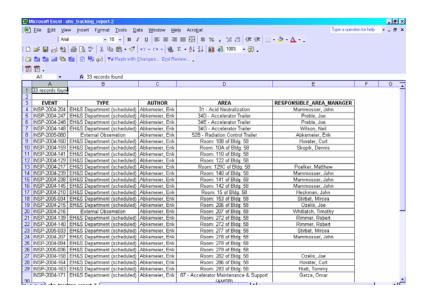
A Pop-Up Box will appear which will display the items available for reporting. Check the items you would like to chart.



Click Submit.



Click OK



Receive your report.

Depending on how savvy you are at Excel you can provide graphs, charts or manipulate your data just like any spreadsheet.

KEY TERMS

Access Privilege - All lab employees can enter the system and make status updates. An

administrator can grant higher levels of access privileges to individuals. Higher levels include authorship rights and the ability to delete events and

issues.

Administrator – A person who has access privileges to delete events and issues and grant

Author access privileges to individuals.

Author – A person who enters the event and issues into the CATS System.

CATS – Corrective Action Tracking System.

Evaluator – The person who documented the event.

Event – A record, report, assessment, audit, or inspection which generates one or

more issues.

Issue – A single requirement or recommendation assigned to an individual which is

to be accomplished in an allotted period of time in order to accomplish a

predetermined goal established by an event.

General User – Can enter events and issues into the system as an author.

Safety Warden – Can enter events and issues into the system as an author.